

# Application for Employment An Equal Opportunity Employer

Please Print

*Equal access to programs, services, and employment is available to all persons. Those applicants requiring reasonable accommodation to the application and/or interview process should notify a representative of the Human Resources Department. **Please fax application to 630-458-0559***

Position(s) applied for:

Date of Application:

Name:  
Last First Middle

Social Security #

Address:  
Street City State Zip Code

Phone #:

Mobile/Cell/Other Phone #:

E-mail Address:

If you are under 18, and it is required, can you furnish a work permit?  Yes  No

If No, please explain:

Have you ever been employed here before?  Yes  No

If Yes, give dates and positions:

Are you legally eligible for employment in this country?  Yes  No

Date available for work:

What is your desired salary range?

Type of employment desired:  Full-Time  Part-Time  Temporary  Seasonal  Educational Co-op

Are you able to meet the attendance requirements of the position?  Yes  No

Have you ever pled "guilty" or "no contest" to, or been convicted of, a crime?  Yes  No

If Yes, please provide date(s) and details:

*Answering "Yes" to these questions does not constitute an automatic bar to employment. Factors such as date of the offense, seriousness and nature of the violation, rehabilitation, and position applied for will be taken into account.*

Driver's License # (if driving is an essential job function):

State:

## Employment History

*Provide the following information for your past four (4) employers, assignments, or volunteer activities, starting with the most recent.*

From:	To:	Employer:	Phone #:
Starting Job Title:	Final Job Title:	Address:	
Immediate Supervisor and Title:		Summary of Work Performed and Job Responsibilities:	
May we contact for reference? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Later			
Reason for Leaving:		Starting Rate/Salary: \$ per	Final Rate/Salary: \$ per
From:	To:	Employer:	Phone #:
Starting Job Title:	Final Job Title:	Address:	
Immediate Supervisor and Title:		Summary of Work Performed and Job Responsibilities:	
May we contact for reference? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Later			
Reason for Leaving:		Starting Rate/Salary: \$ per	Final Rate/Salary: \$ per
From:	To:	Employer:	Phone #:
Starting Job Title:	Final Job Title:	Address:	
Immediate Supervisor and Title:		Summary of Work Performed and Job Responsibilities:	
May we contact for reference? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Later			
Reason for Leaving:		Starting Rate/Salary: \$ per	Final Rate/Salary: \$ per
From:	To:	Employer:	Phone #:
Starting Job Title:	Final Job Title:	Address:	
Immediate Supervisor and Title:		Summary of Work Performed and Job Responsibilities:	
May we contact for reference? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Later			
Reason for Leaving:		Starting Rate/Salary: \$ per	Final Rate/Salary: \$ per

## **APPLICANTS: Please read BEFORE you apply.**

You are considering applying to a business that has firmly established itself as the premium service provider in the area. We accept only the best in all we do. We know, however, that we must continually improve and upgrade our services to meet the high expectations of our CUSTOMERS.

We believe that our employees (we call them professionals) are the most important factor in our success. Therefore, we are very particular about who we hire. The attitude and personality of our Professionals as well as the pride they take in their work are more important to us than skill alone. We can teach anyone, who truly wants to learn, the skills necessary to meet the technical needs of our business.

### WHAT WE OFFER OUR PROFESSIONALS

The level of pay for most of our professionals is based on production and performance. This is particularly true for our field professionals, our Service Technicians. They have the unique opportunity to control their pay rate, through the completion of ALL their job requirements. They also control their level of pay, by making themselves available on a regular and consistent basis to provide outstanding service to our customers. Our profit sharing program allows our Service Technicians to benefit from providing our customers with the opportunity to take advantage of our many valuable services. The profit sharing is based solely on individual performance; so all Professionals control their opportunity.

For our full time Professionals, we offer other valuable benefits. Paid vacation is available based on the number of accrued years of service. There are also paid holidays for qualifying professionals.

### WHAT WE EXPECT FROM OUR PROFESSIONALS

You will notice the words, "THINK OF YOURSELF AS THE CUSTOMER" posted in our office. The reason for this is very simple. This company will never pay you for the work you do! The customer is the one who pays all of us. The company only handles the paper work. Our Professionals keep this in mind everyday during their interactions with the customers. It is the source of all the requirements of every one of our Professionals' jobs. Our Professionals come to work each day with a positive enthusiastic attitude. They commit to carry that with them throughout the day. While we each have personal problems, our customers do not care, nor should they. The customer does not care how well our Professionals "normally" perform, only how they perform for them. This is the standard.

Our Professionals are responsible for their own conduct and are ready and willing to assist their fellow Professionals. Our Professionals are expected to think on their feet, and view problems as challenges and opportunities to learn. Problems should never be viewed as obstacles or opportunities for excuses. Professionals in any field conduct themselves accordingly.

Professionals are responsible for being in attendance. This means being on time every day. They are responsible for their transportation to and from work. Professionals come to work ready to go to work; defined as neat and clean in appearance and properly attired. We do not permit our Service Technicians AT ANY TIME to have visible tattoos, earrings or other piercing, or any other body ornamentation visible to any customer.

We are in a 24-hour 7-day a week business. The company does not set these hours, our customers do. Therefore, EVERY professional must be prepared to arrive to work early and be prepared to work late. In order to maintain consistent employment opportunities to all our Professionals, each professional is expected to be flexible about work assignments each day. Someone unable to do this is poorly suited for employment here. On the next page is a list of the basic job expectations of our Service Technicians. If this applies to you, please review them, as well.

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

# PERFORMANCE EXPECTATIONS

*NOTE: ALL CATEGORIES INCLUDE THE LISTED EXPECTATIONS BUT ARE NOT LIMITED TO THE FOLLOWING*

Category 1 - Was the Service Technician prepared to work and was all work performed in a proper and professional manner?

- ⌚ Following proper and thorough cleaning procedures as defined by the company
- ⌚ Moving movable furniture, as defined by the company, when requested by the customer
  - ⌚ Selling the services in the manner prescribed by company policy
- ⌚ Coming to work with, and utilizing throughout the workday, the appropriate work attire
- ⌚ Leaving the facility with a full complement of equipment and supplies as per company policy
  - ⌚ Refueling vehicle and restocking supplies at the end of the day
  - ⌚ Maintaining a set of work clothes in one's possession at all times
- ⌚ Loading dirty pads into the washer and/or secure barrel, according to company guidelines at the end of the day

Category 2 - Was the Service Technician on time to work and dependable every day?

- ⌚ Arriving at the office at the time required by the company facilitating punctuality and safety in arriving at the job site
  - ⌚ Functioning and conducting oneself in a reliable and dependable fashion
    - ⌚ Being cooperative in accomplishing company goals
    - ⌚ Being non-disruptive and polite in communicating with co-workers
- ⌚ Maintaining the pager in the on position, in the vibrate mode, and the cell phone in the off position, on or about one's person at all times

Category 3 - Was all paperwork completed and submitted properly?

- ⌚ Indicating properly on the invoice the work performed, and fully indicating preexisting conditions
- ⌚ Indicating payment information fully (e.g. cash amount, check number, credit card authorization)
  - ⌚ Double checking amount and signature information on checks
    - ⌚ Performing accurate math on invoices
  - ⌚ Listing reason for discounts on invoice (e.g. coupon, senior citizen, per office, etc.)
  - ⌚ Turning in paperwork and payroll information when required
  - ⌚ Utilizing blank invoices in numeric order
- ⌚ Completing all other necessary forms with the information required for each form, including but not limited to disclaimers and ALL forms and other information in a water damage packet

Category 4 – Did the Service Technician communicate properly with the office?

- ⌚ Notifying the office upon returning to the facility during normal business hours
- ⌚ Asking permission before departing the facility during normal business hours
- ⌚ Providing accurate and timely information as it relates to customer transactions
- ⌚ Answering pages quickly and politely, and **notifying the office when running behind on a job**
  - ⌚ Calling in credit card information during normal business hours
- ⌚ Placing any request for time off far enough in advance as to not disrupt the business operation. Generally this is a minimum of two weeks. Such requests are at managements sole discretion to grant or deny

Category 5 - Was the Service Technician respectful of, and properly caring for, company property?

- ⌚ Caring properly for the components of the physical plant and facility (e.g. treating installed and non-installed heating, lighting, electrical, structural and cosmetic features and fixtures gently)
  - ⌚ Wearing no components of Phase 2 Services uniform to perform non Phase 2 Services work or services
- ⌚ Locking vehicles when not in their immediate proximity and notifying office **PROMPTLY** that a vehicle requires service
  - ⌚ Emptying cold weather sensitive items from the van and securing them neatly in the facility, as designated
  - ⌚ Maintaining a high level of cleanliness for the inside and outside of company vehicles **AT ALL TIMES**
  - ⌚ Maintaining care, custody and control of company checks, credit card slips, and cash received from customers
  - ⌚ Closing doors after entering or exiting and locking doors and turning out lights when leaving the facility
  - ⌚ Replacing and returning equipment, supplies, tools and customer property to its proper location when not in use
- ⌚ Leaving no company property at customers' locations or in any other way letting it out of one's care, custody or control
  - ⌚ Tagging and storing company property properly when it requires service
  - ⌚ Allowing no soiled cleaning pads every dry or come in contact with clean pads

**THINK OF YOURSELF AS THE CUSTOMER!!!**

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_